

## “What’s New to the Billing Statement?”

In November 2012, the County implemented a software upgrade to our land development permit systems. The system upgrade, called Accela, improves the tracking, online services, and access to information. As a result of the system upgrade, the monthly statements will go through a few minor changes. In the month of February 2013, you will receive two separate statements. The first statement mailed will cover the invoice period 11/16/12 – 12/31/12, and shortly after another statement covering 1/1/13 – 1/31/13 will be mailed. Although the customer statement will have a slightly different look and feel, there will be minimal changes to the statement content.

For additional information on the changes, including changes to account nomenclature on the statement, please visit <http://www.sdcounty.ca.gov/pds/AccelaUpdates.html>